

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Thomas E. Creamer, Neil Katz,  
Victor S. Moore and Scott Winters

Application No.: Not Yet Assigned

Filing Date: Herein

Entitled: OPERATING A CALL CENTER  
BASED UPON LINE  
INFORMATION DATABASE  
(LIDB) DATA

Docket No.: BOC9-2003-0109US1 (1082-13U)

Group Art Unit: Not Yet Assigned

Examiner: Not Yet Assigned

INFORMATION DISCLOSURE STATEMENT

Mail Stop Patent Application  
Commissioner For Patents  
P.O. Box 1450  
Alexandria, VA 22312-1450

Dear Sir:

It is desired to cite for the record in this application the enclosed articles, United States and foreign patents listed on the attached copy of Form PTO/SB/08A. The paragraph(s) marked below are applicable to this Information Disclosure Statement.

The attached Form PTO/SB/08A provides a listing of information which may be relevant to the subject application. This Information Disclosure Statement is not intended as a representation that better art is not available, or that the information provided is prior art.

[ x ] (1) The enclosed Information Disclosure Statement is being filed within three months of the filing date or within three months of the date of entry of the national stage of

☒ (1) **The enclosed Information Disclosure Statement is being filed within three months of the filing date or within three months of the date of entry of the national stage of the above-identified application. Accordingly, Applicant(s) believes that no fee or certification is required.**

☐ (1a) The enclosed Information Disclosure Statement is being filed before the mailing of a first Office action on the merits under 37 C.F.R. §1.97(b)(3); or before the mailing of a first Office action after the filing of a request for continued examination under §1.114. Accordingly, Applicant(s) believes that no fee or certification is required.

☐ (1b) Pursuant to 37 C.F.R. §1.97(c), the enclosed Information Disclosure Statement is being filed before the mailing date of a final action or a notice of allowance and is accompanied by the fee set forth in § 1.17(p).

☐ (2) Pursuant to 37 C.F.R. § 1.97(d), Applicant states that the issue fee has not been paid and that a certification under 37 C.F.R. §1.97(e) is provided herein, along with the fee of \$180.00 required under 37 C.F.R. §1.17(p).

**CERTIFICATION UNDER 37 C.F.R. §1.97(e) (1)**

☐ (3) The undersigned hereby certifies that each item of information contained in the attached Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application mailed not more than three months prior to the filing of this statement.

CERTIFICATION UNDER 37 C.F.R. §1.97(e) (2)

☐ (4) The undersigned hereby certifies that no item of information contained in the attached Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to the knowledge of the undersigned, after making reasonable inquiry, was known to any individual having a duty of disclosure as set forth in 37 C.F.R. §1.56(c) more than three months prior to the filing of this statement.

The filing of this Information Disclosure Statement is not representation by the undersigned as to the personal knowledge of the contents of every word or phrase of the material enclosed or that reliance on other suitably trained professionals has not been made.

If a search report of a searching agency is enclosed identifying the nature of the relevance of each document, such a designation is deemed to satisfy Rule 98(a) (3) even if in a foreign language, since the few terms of relevance therein are deemed of universal cognizance. However, Applicant does not necessarily adopt the position reflected by that report.

It is respectfully requested that the enclosed references be considered by the Examiner and that a copy of the enclosed Form PTO/SB/08A be initialed and returned to us indicating that such information has been considered.

Application No.: Not Yet Assigned

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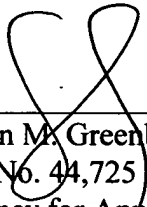
Atty. Docket No. 1082-13U

The Commissioner is hereby authorized to credit overpayments or charge payment of any additional fees associated with this communication to Deposit Account No. 09-0461.

Respectfully submitted,

Dated: December 8, 2003

By:



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Substitute for form 1449B/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (use as many sheets as necessary)				<b>Complete if Known</b>	
				Applicant Number	Not Yet Assigned
				Filing Date	Herein
				First Named Inventor	Thomas E. Creamer, Neil Katz, Victor S. Moore and Scott Winters
				Group Art Unit	Not Yet Assigned
				Examiner Name	Not Yet Assigned
Sheet	1	of	1	Attorney Docket Number	BOC9-2003-0109 (1082-13U)

<b>OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS</b>			
Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
		Author Unknown, <u>Advanced Intelligent Networks: Opportunities in Network Control for the Coming Decade (Sample)</u> , Global Information, Inc. (visited November 2, 2003) < <a href="http://www.gii.co.jp/english/ci2749_intelligentnetworks_summary.html">http://www.gii.co.jp/english/ci2749_intelligentnetworks_summary.html</a> >	
		ZEICHICK, Alan, <u>Signaling System 7</u> , Control Your IT Environment (visited November 4, 2003) < <a href="http://www.networkmagazine.com/shared/printableArticle.jhtml?articleID=8702253">http://www.networkmagazine.com/shared/printableArticle.jhtml?articleID=8702253</a> >	
		Author Unknown, <u>LIDB Access and Transport</u> , Telecommunication Services, LIDB Access and Transport-VeriSign Inc. (visited October 13, 2003) < <a href="http://www.verisign.com/telecom/products/database/lidbTransport.html">http://www.verisign.com/telecom/products/database/lidbTransport.html</a> >	
		O'DOHERTY, Phelim, <u>Jain Slee Principles</u> , (May 2003) Motivation Behind the JAIN SLEE Specification (visited on October 13, 2003) < <a href="http://java.sun.com/products/jain/article_slee_principles.html">http://java.sun.com/products/jain/article_slee_principles.html</a> >	
		Author Unknown, <u>Signaling Background</u> , Ulticom, Ulticom-SS7 signaling, SIGTRAN, SS7/IP (M2PA, M3UA, SCTP), Signaling Gateway and SIP (visited October 13, 2003) < <a href="http://www.ulticom.com/html/signalingresources/signalingbackground.asp">http://www.ulticom.com/html/signalingresources/signalingbackground.asp</a> >	
		NORTHRIDGE, Steve, <u>Convergent SS7 Signaling For Seamless Service Deployment</u> , Ulticom	
		Author Unknown, <u>Managing VoIP with Packet Intelligent Network Service-Achieving Operational Excellence</u> , SS8 Networks, Inc. March 2003	
		Author Unknown, <u>LIDB Access Service</u> , Verizon Wholesale Products and Services, 2000 Verizon Communications	
		Author Unknown, The Parlay Group, 3 <sup>rd</sup> Generation Partnership Project 2 "3GPP2"	
Examiner Signature		Date Considered	

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents Washington, DC 20231.